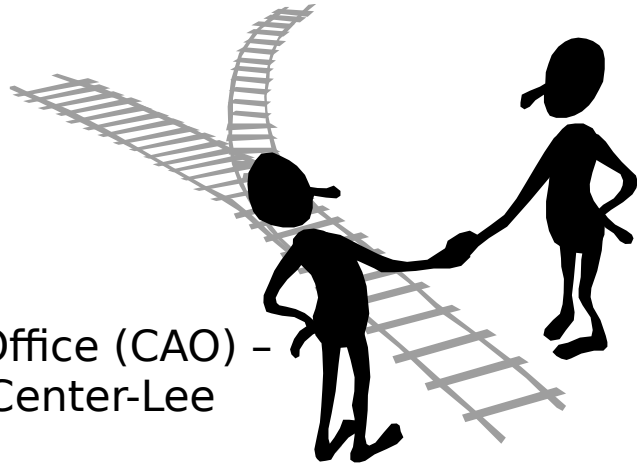
CAO/CSN Consolidation



Customer Assistance Office (CAO) – Software Engineering Center-Lee

Fort Lee, Va.

PM LIS Central Support Network (CSN) – Fort Hood, Texas

Immediate Action Required

Effective 27May 05, the Customer Assistance Office (CAO), operated by SEC-Lee for PM LIS current Logistics Automation Systems, will become part of the PM LIS Central Support Network.

What's New?

- Phone number changes to 1-866-547-1349
- Ability to:
  - Submit assistance requests and ECP-S using Remedy ARS Web
  - View solutions to previously identified problems
  - Track the progress of your assistance calls
  - View STAMIS alerts at one place
    - Status of change packages
    - Software/Hardware problems/solutions

What's the same?

- You are still connected to an SEC-Lee help desk agent who will:
  - Log your call
  - Open a help desk ticket
  - Connect you with an available STAMIS resolution agent

What's Different?

- No Client ID's
- ***All callers must be registered in the CSN***
- Access to CSN controlled by your AKO User Name and Password

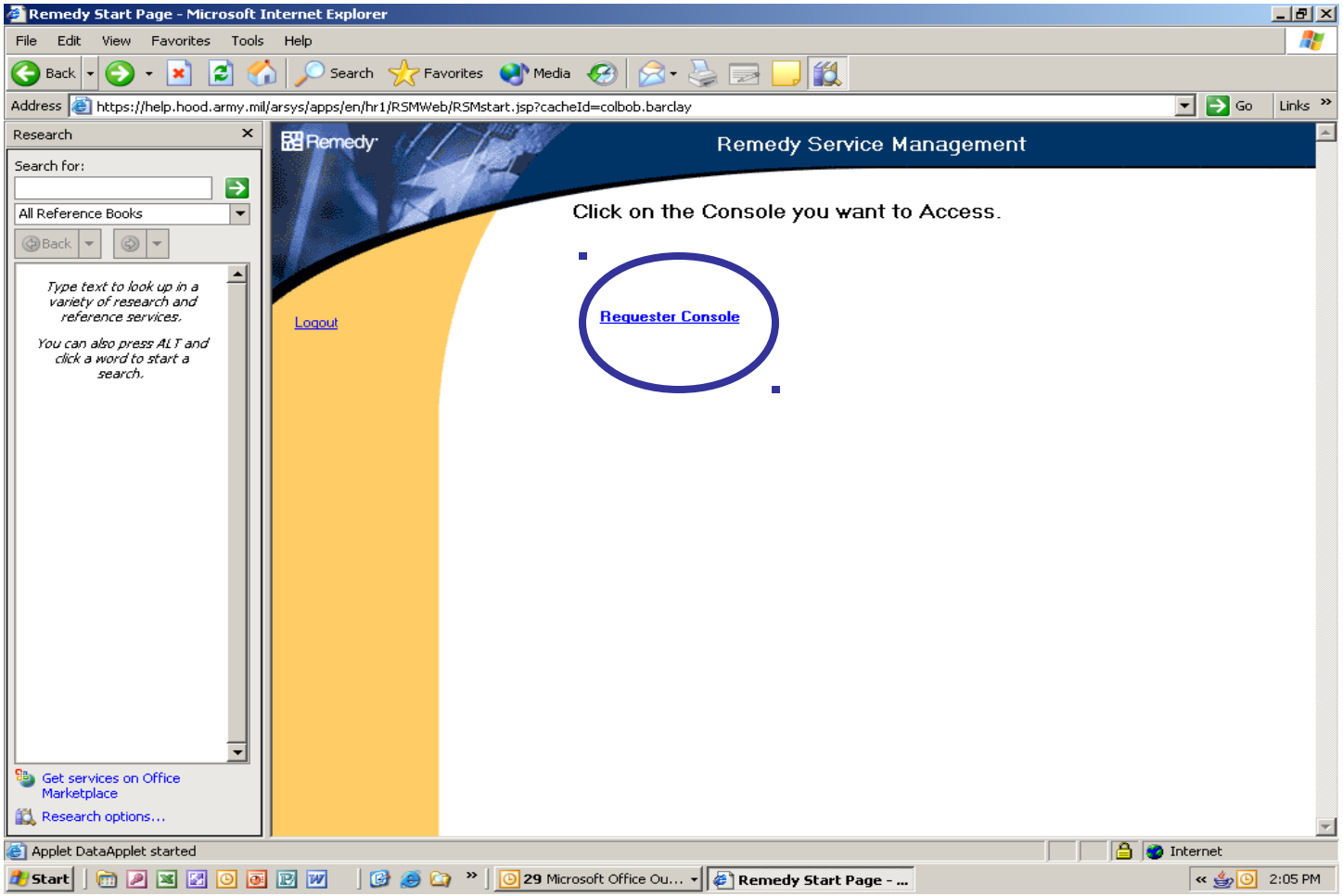
CSN Registration

- How
  - https://help.hood.army.mil/ars/
  - Enter AKO user name and password
  - Select Requestor Console link
  - Select the HD Registration Form Link
  - Complete the form and click Save button
- When
  - Prior to CAO/CSN Consolidation if possible
- Why?
  - To avoid delays in processing calls
- Alternative Registration
  - By phone after 27 May 05
- Who?
  - Any CSSAMO or equivalent software support personnel who call for assistance now, or, are assigned in the future

Points of Contact

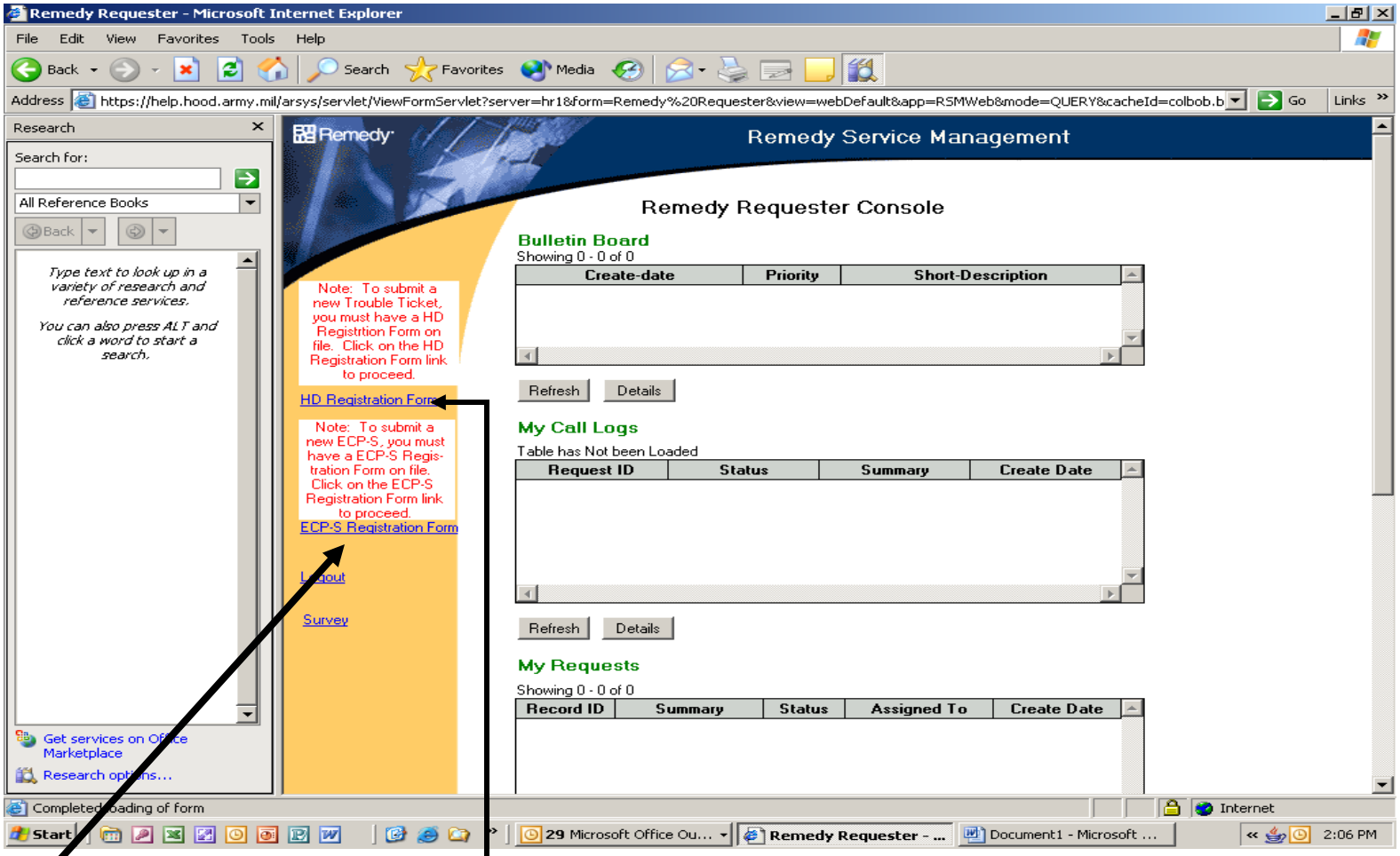
- For additional information or clarification of this information contact one of the following:
  - Bob Barclay (804) 734-1123 (DSN 687) colbob.barclay@ us.army.mil
  - Charles P. McChargue (804) 734-6650 (DSN 687)

CSN Registration



After entering your AKO information this screen is displayed. Click on Requestor Console to continue.

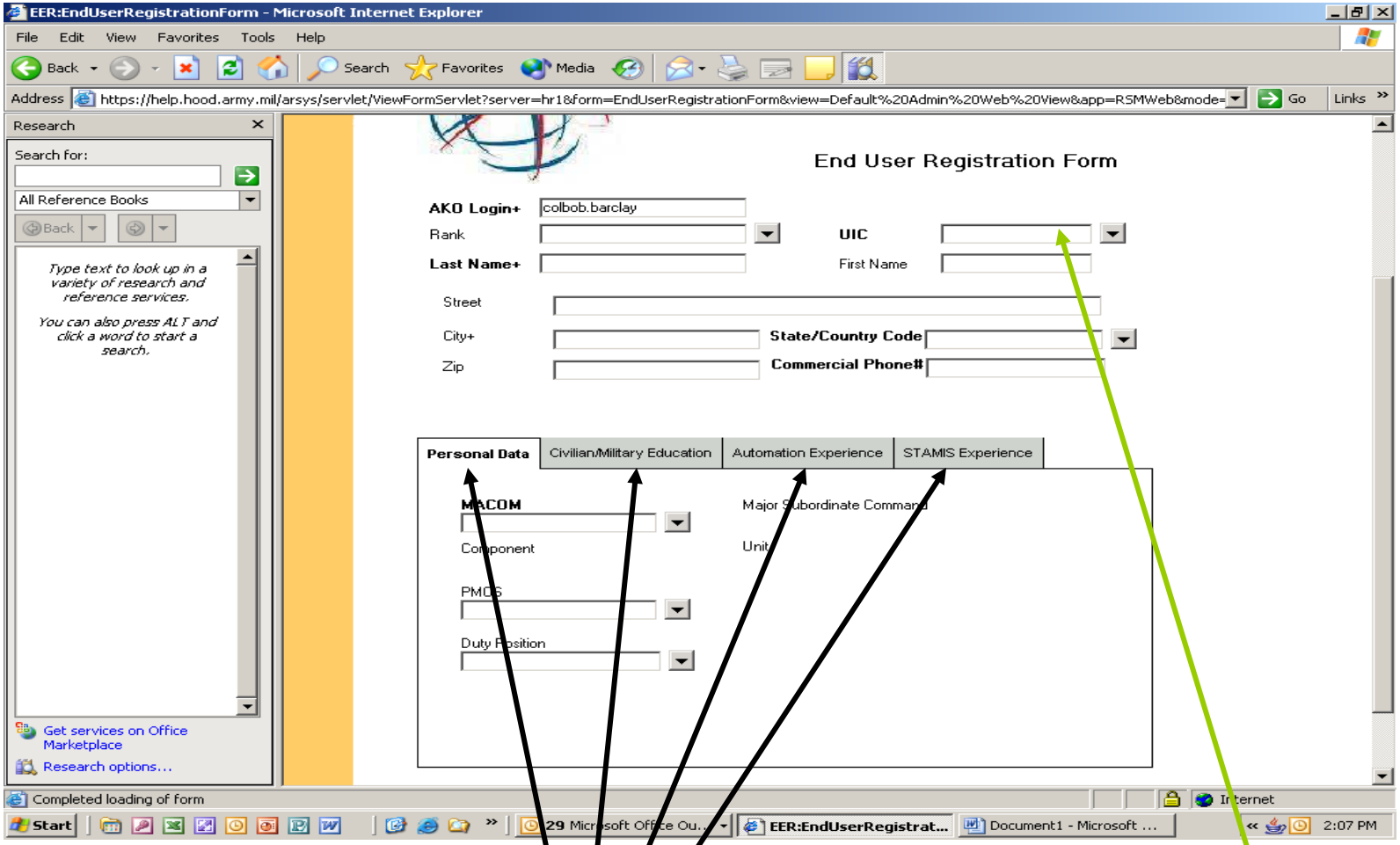
CSN Registration



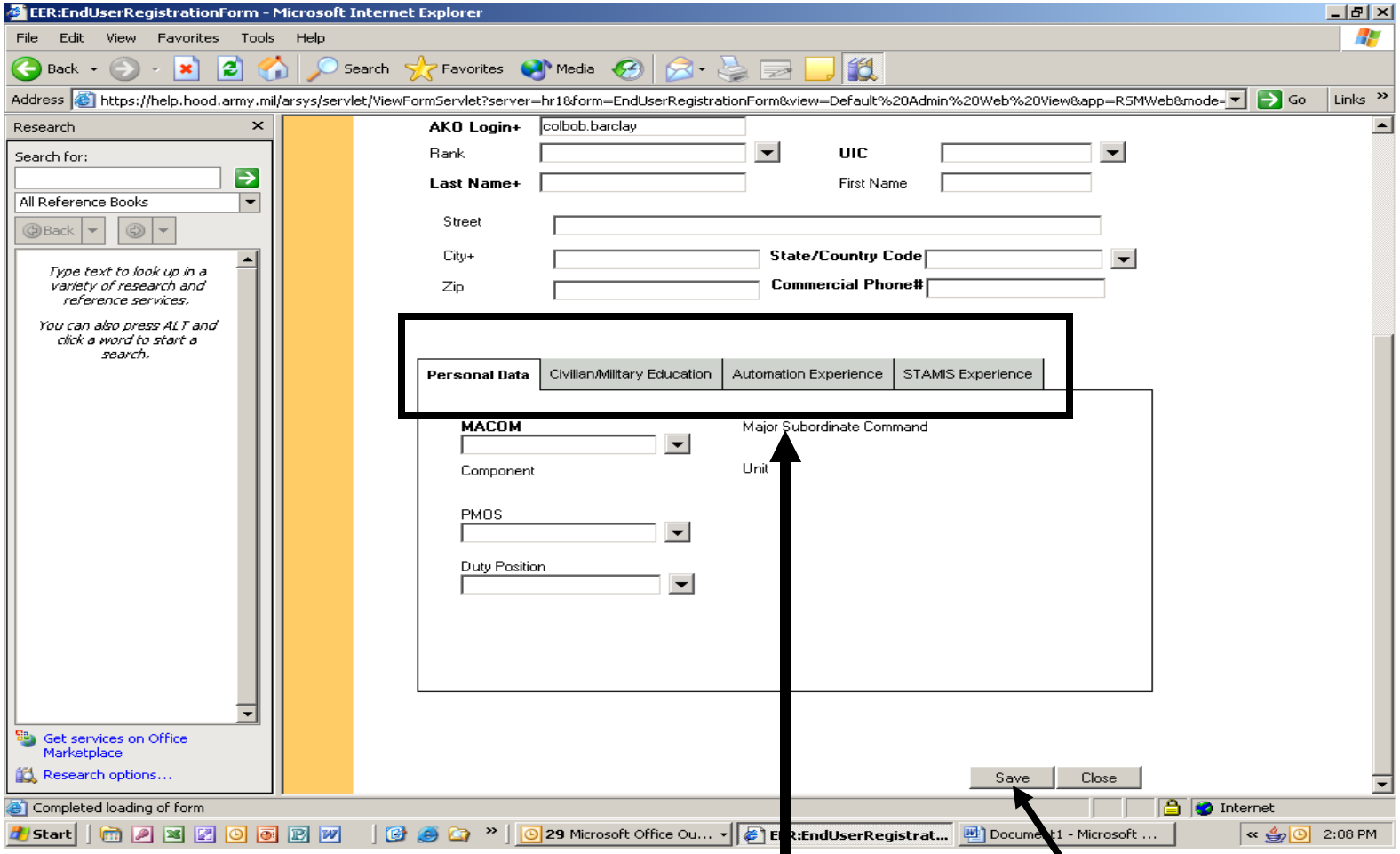
Click HD Registration Form to continue

Note: If you wish to submit ECP-S you must complete a separate registration..

CSN Registration

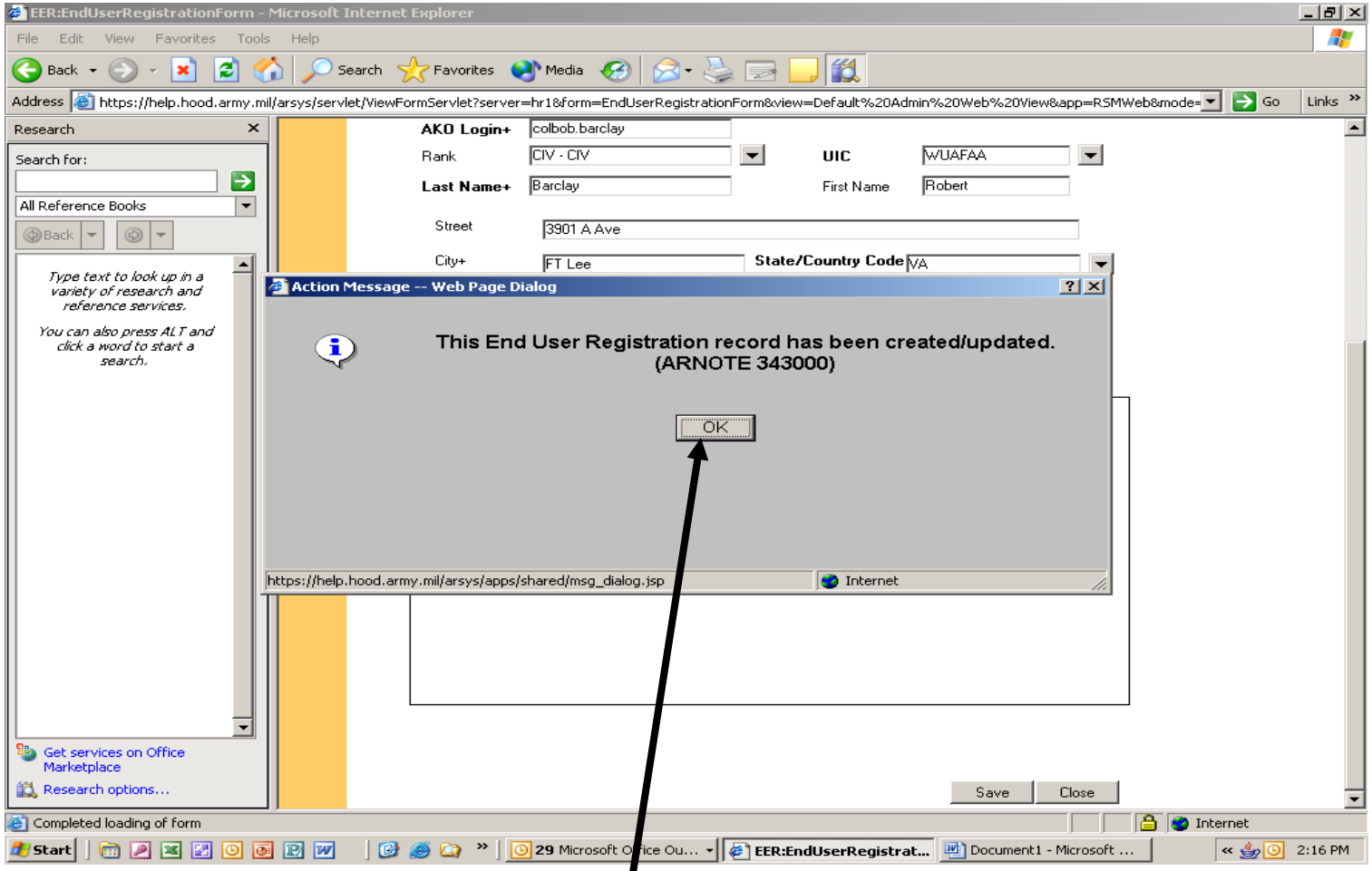


Complete all fields for each of the four tabs. If your UIC is not in the **drop down list,** pick one of those listed as an interim measure.



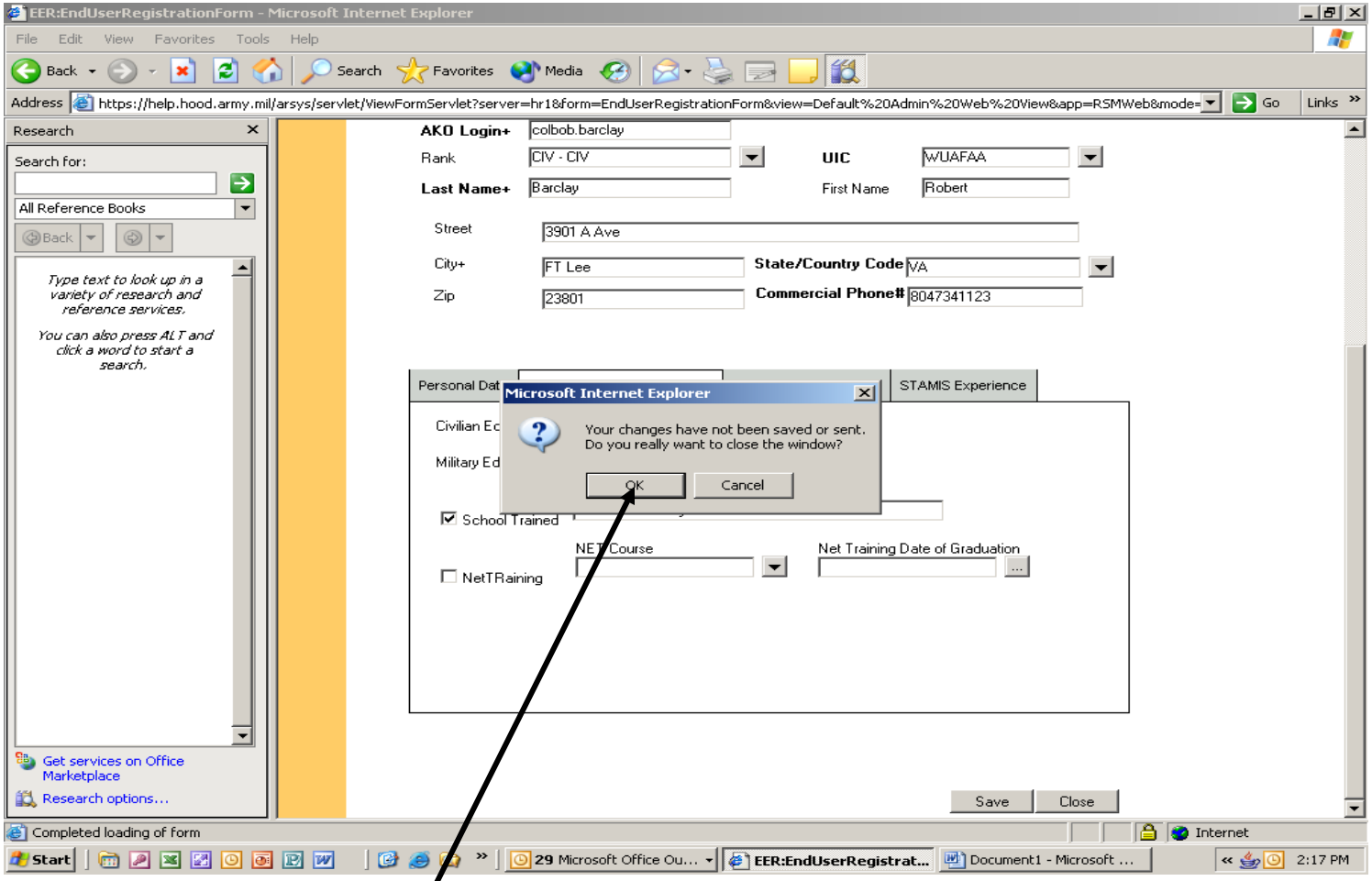
After entering your information is each of the four tabs, Click Save to continue.

CSN Registration



Click OK to Continue

CSN Registration



After Clicking OK on the previous screen, this message appears. Please disregard, Click OK, and exit CSN Registration Form.

Note: This message is a result of a conflict between the Remedy application and Microsoft operating system.